



PROCESS HANDBOOK



**WE ARE NOT A
CONVENTIONAL
BARBER SHOP.**



01. hiring

01. hiring overview

At R&R Head Labs, we believe everyone should get a fair chance. We believe in hiring individuals who not only possess the necessary skills but also align with our values and vision for R&R Head Labs. We prioritize the following qualities in our hires:

- **Skills and Expertise:** We seek individuals with technical skills and expertise, gained through lived experience and schooling.
- **Passion for Grooming:** Candidates should have a genuine passion for the art of barbering and hairstyling.
- **Customer Service Excellence:** We expect exceptional customer service skills, emphasizing the importance of connection and community.
- **Team Collaboration:** A willingness to work collaboratively with colleagues is essential for maintaining a harmonious work environment.
- **Dedication to self-improvement:** A strong desire to continually be focused on self-growth, learning, and giving back to others in order to make positive impacts on those around you.

01. hiring process

PHASES	SOURCING	APPLICANT REVIEW	PHONE INTERVIEW	IN-PERSON INTERVIEW	TECHNICAL INTERVIEW	HIRE & ONBOARD
TIMING	<i>Within 24 hrs.</i>	<i>Within 24 hrs.</i>	<i>Within 24 hrs.</i>	<i>Within 24 hrs.</i>	<i>Within 1 week</i>	
PEOPLE	Manager Asst. Manager VP- Operations	Manager Asst. Manager	Manager Asst. Manager	Manager Asst. Manager Advisory member <i>**Can be via Zoom</i>	Manager Asst. Manager Creative Mentor	
INPUTS	<ul style="list-style-type: none"> Recruiting Referrals Job boards 	<ul style="list-style-type: none"> Applicant responses 	<ul style="list-style-type: none"> Applicant responses Referrals 	<ul style="list-style-type: none"> Applicant responses Notes from call 	<ul style="list-style-type: none"> Notes from In-person Focus areas Barber should bring hair model (1-2) 	
ACTIONS	<pre> graph TD A[Candidate fills out application] --> B[Review app answers for skills and culture fit] B --> C[Go/ No-Go Decision] C --> D[Call/ Text candidate] D --> E[Schedule 5-10 min interview] E --> F[Update iSolved] F --> G[Assess for service mindset, personality, and how they could make the team stronger] G --> H[Communicate next steps, update iSolved with notes] H --> I[Contact references] I --> J[Explain founding story, mission & values] J --> K[Evaluate for ultimate team player (humble/ hungry/ smart)] K --> L[Evaluate commitment to improvement] L --> M[Reject/Invite to Technical Interview] M --> N[Test for required technical skills] N --> O[Observe interactions/ good customer exp?] O --> P[Observe cleanup after services] P --> Q[Within week of technical interview] Q --> R[Complete paperwork-online] R --> S[In-shop 1-2 hours] S --> T[Send welcome announcement] </pre>					
REPORTS	# Candidates	# Candidates	Names & Status	Names & Status	Names & Status	

01. hiring dashboard

PHASES	SOURCING	APPLICANT REVIEW	PHONE INTERVIEW	IN-PERSON INTERVIEW	TECHNICAL INTERVIEW	HIRE & ONBOARD
# OF CANDIDATES	01.	02.	00.	03.	01.	01.
ACTIVE CANDIDATES	<ul style="list-style-type: none">• Jerry (example)	<ul style="list-style-type: none">• Jerry (example)• Jack• Samantha	<ul style="list-style-type: none">• Jerry (example)	<ul style="list-style-type: none">• Jerry (example)• George• Gary	<ul style="list-style-type: none">• Jerry (example)	<ul style="list-style-type: none">• Jerry (example)
REJECTED LAST 30 DAYS						
NOTES						

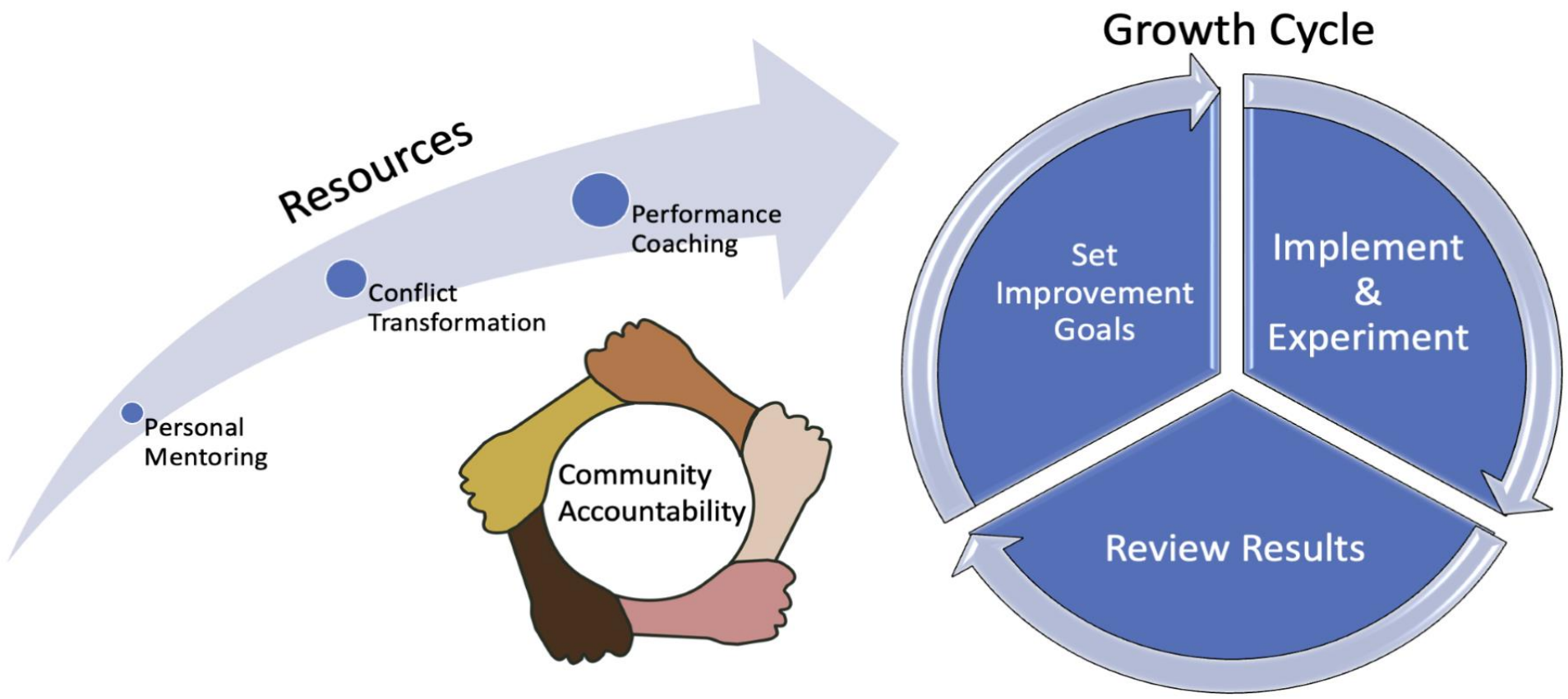
02. Personal development

02. Personal Development

HEADER

- **Overview**

02. Personal Development



03. Growth Cycle

HEADER

- **Description**

04. Personal Coaching

RESOURCE

HEADER

- **Description**

04. Conflict Transformation

RESOURCE

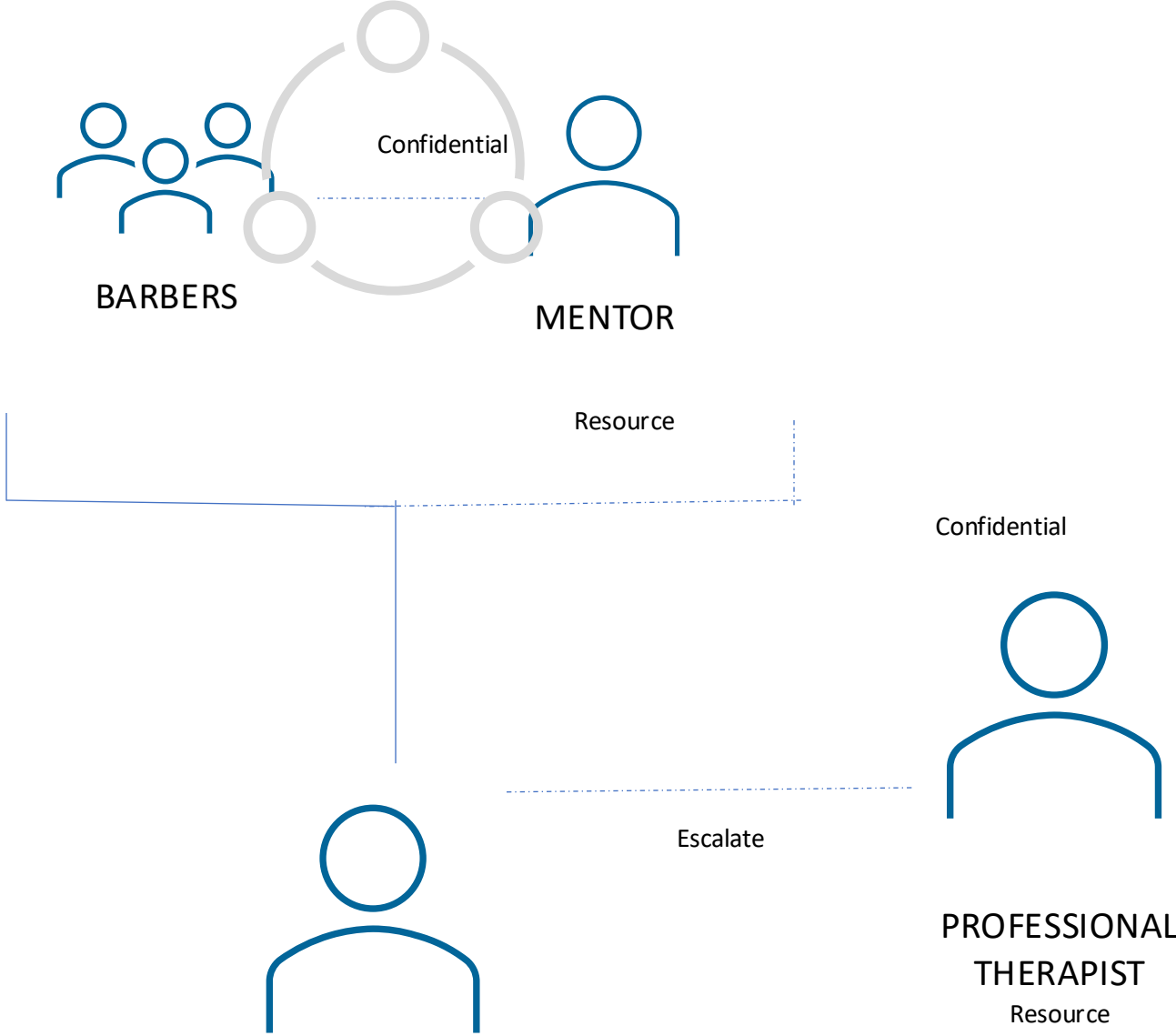
HEADER

- **Description**

04. Personal Mentoring

RESOURCE

ROLES &
RESPONSIBILITIES



— Direct report

04. Personal Mentoring

RESOURCE

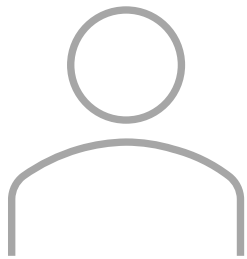
WHAT IS A MENTOR?

Mentors in the barbering industry are seasoned professionals known as Senior Barbers. They possess a deep understanding of the art of barbering and the ins and outs of running a barbershop. Rather than asserting dominance, they view themselves as leaders who work alongside the apprentice. A senior barber not only excels at cutting hair but also knows how to manage the cash register, operate the Labb machine, bring exposure to the apparel department, being capable of opening and closing the shop, provide excellent and preferred customer service, and command respect among the other barbers. However, in either case, they are servant leaders who lead by example. They don't see themselves as exerting authority over others, but to the contrary, they see themselves as the first among equals.

04. Personal Mentoring

RESOURCE

ROLES &
RESPONSIBILITIES

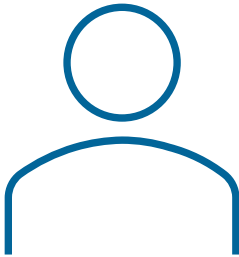


OPERATIONS
MANAGER

- Direct
- Accountability



Collaborate/
share goals &
expectations

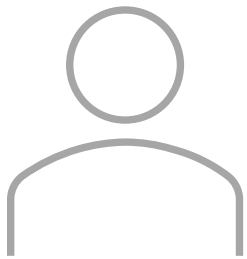


MENTOR

- Master Barber



OM can escalate



PROFESSIONAL
THERAPIST

- Resource



ADVISORY

- Resource

04. Personal Mentoring

RESOURCE

MENTORING
PROGRAM
STRUCTURE

Onboarding & Training for Mentors

•Frequency:

- Initial onboarding & training
- Followed by quarterly on-going training

•Content:

- Understanding the R&R mission and barber-specific challenges.
- Training in active listening, conflict transformation, and escalation protocols.
- Overview of barbers' roles and professional expectations.

04. Personal Mentoring

RESOURCE

MENTORING PROGRAM STRUCTURE

Initial Mentor-Barber Match

•**Timing:** Within the first 30 days of a barber joining.

•**Process:**

- Mentor introduced by OM during a team meeting or 1-on-1 session.
- First meeting to establish rapport, discuss goals, and set expectations.

04. Personal Mentoring

RESOURCE

MENTORING PROGRAM STRUCTURE

Regular Check-Ins

•**Frequency:** Biweekly 1-on-1 sessions (30-60 minutes).

•**Focus:**

- Discuss progress toward goals.
- Provide feedback and strategies to overcome challenges.
- Celebrate milestones and achievements.

04. Personal Mentoring

RESOURCE

MENTORING
PROGRAM
STRUCTURE

Progress Reporting

- Frequency:** Monthly mentor-to-OM updates.
- Content:**
 - General progress, notable achievements, and any flagged issues.

04. Personal Mentoring

RESOURCE

MENTORING
PROGRAM
STRUCTURE

Escalation Process

•Trigger Points:

- Signs of trauma (e.g., recurring flashbacks, severe mood swings).
- Indicators of mental illness (e.g., chronic depression, anxiety).
- Evidence of substance abuse or dependency.

•Steps:

- Mentor documents concerns and notifies the OM.
- OM evaluates the situation and, if necessary, contacts the professional therapist.
- Mentor steps back from addressing the issue directly, focusing on general support and encouragement.

04. Personal Mentoring

RESOURCE

MENTORING
PROGRAM
STRUCTURE

Quarterly Alignment Meetings

•**Attendees:** Mentors and OM.

•**Purpose:**

- Review collective progress and adjust mentoring strategies as needed.
- Discuss broader themes or challenges faced by barbers.
- Refine escalation protocols if needed.

THANK YOU

